



New Jersey Department of Children and Families Policy Manual

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Case Assignment to Field Office vs. SPRU 3-20-2006

Time of day dictates responsibility for Child Protective Services (CPS) case assignments. Whether a CPS report with a 24-hour response time is assigned to SPRU for action or designated for field office, day staff investigation is determined by the time of day and the day of the week that SCR accepts the report.

The Assigned Child Protective Investigator (day staff) responds by end of the work day. For CPS reports taken after hours, on weekends and during State holidays, assigned to day staff, the Child Protective Investigator must initiate the investigation by no later than the end of the work day in which he or she is assigned the report.

SCR e-mails both the SPRU Worker and the field office. For reports to SPRU, the SCR Screener transmits the "assignment" e-mail to both the SPRU Worker's e-mail account and the respective Local Office or IAIU Regional Office designated account.

No e-mails are sent to home computers. SCR Screeners are not permitted to e-mail a report/referral to a SPRU Worker's home (i.e., private computer). SCR will only forward reports/referrals to secure CP&P work stations.

For 72-hour CWS referrals, SCR Screeners assign CWS referrals received after hours to day staff, if the assigned Worker will have at least two (2) work days to respond. Otherwise, the CWS referral is assigned to SPRU.

SCR staff contacts SPRU Workers by telephone when assigning a report or a referral for response after hours.

Regularly scheduled SCR Business Days (8 A.M.- 5 P.M.) 3-20-2006

- For reports or referrals accepted between 8 a.m. and 8:30 a.m., SPRU handles immediate initiation with the SCR Screener contacting the appropriate SPRU Worker to handle reports or referrals requiring prompt attention.

- For reports requiring initiation within 24 hours, SCR assigns the report directly to the appropriate Local Office or IAIU Regional Office.
- For all reports to Local Office/IAIU accepted after 8:30 a.m. and before 4:30 p.m. SCR assigns all reports, regardless of the response priority, to the appropriate Local Office or IAIU Regional Office.
- For reports accepted after 4:30 p.m. until 8:00 a.m., SPRU handles immediate initiation. The SCR Screener contacts the appropriate SPRU Worker to handle CPS reports and CWS referrals requiring immediate attention. (Wait to contact the SPRU Worker until he or she assumes on-call duty, after 5 p.m.)

Note: SCR may refer a report/referral to a field office for response between 4:30 p.m. and 5 p.m. in exceptional situations, when it is vital to facilitate a prompt response to assure the safety of a child. Approval of the SCR Call Floor Supervisor is required.

- For reports requiring initiation within 24 hours, SCR assigns the report to the appropriate Local Office or IAIU Regional Office, if the next calendar day is a regularly scheduled business day or to the appropriate SPRU Worker within one (1) hour, if the next calendar day is a weekend day or State holiday.

Reports Accepted Evenings After 5 p.m. and Prior to 9 a.m. the Following Day 3-20-2006

SPRU handles immediate initiation whereby the SCR Screener contacts the appropriate SPRU Worker within one (1) hour to handle reports or referrals requiring immediate attention, or to the appropriate SPRU Worker between 9 a.m. and 9:30 a.m. the next morning, if that next calendar day is a weekend day or a State holiday.

Reports Accepted Between 9 a.m. and 5 p.m. on Weekend Days and State Holidays 3-20-2006

SPRU handles the immediate initiation. The SCR Screener contacts the appropriate SPRU Worker within one (1) hour to handle reports or referrals requiring immediate attention, as well as those requiring initiation within 24 hours.

CWS Referrals Giving Day Staff Two Full Business Days to Respond, Otherwise, Assign to SPRU 3-20-2006

CWS "immediate" matters received after hours are referred to SPRU, as well as those requiring initiation within 24 hours.

When "72-hour" CWS referrals are received during weekends, Local Office field staff will be given two (2) full work days, at a minimum, to respond to CWS assessments received at SCR after hours, on weekends, and during State holidays.

- "Work days" are 9 a.m. to 5 p.m. in most CP&P field offices.
- Calls resulting in CWS referrals received at SCR from Friday, 4:30 p.m., through Saturday, 5:00 p.m., will be assigned to SPRU. All calls to SCR resulting in CWS referrals received on Saturday after 5:00 p.m. through the start of the business day Monday will be assigned to the Local Office, without necessitating a SPRU response.

Regarding State Holidays, if Monday is a State holiday, however, calls resulting in CWS referrals received at SCR from Friday, 4:30 p.m., through Sunday, 5:00 p.m., will be assigned to SPRU. All calls to SCR resulting in CWS referrals received on Sunday after 5:00 p.m. through start of the business day Tuesday will be assigned to the Local Office, without necessitating a SPRU response.

When a State holiday falls on a day of the work week other than Monday, SCR operations apply the formula, as necessary, to give field office staff at least two (2) work days to respond to the CWS assignment.

CWS referrals having a five (5) work day response are always assigned directly to day staff, not SPRU.